



# Statement of Purpose

(Updated January 2024)

This service has been registered by the Care Quality Commission under the Health and Social Care Act 2008.

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## Service Provider Details

Name: Woking & Sam Beare Hospice and Wellbeing Care

Address: Goldsworth Park Centre  
Woking  
Surrey  
GU21 3LG

Email: info@wsbh.org.uk

Website: www.wsbh.org.uk

Telephone Number: 01483 881750

Provider Type: Organisation

Company Number: Woking Hospice – 03955487  
Sam Beare Hospice - 05822985

Charity Registration: Woking Hospice – 1082798  
Sam Beare Hospice - 1115439

CQC Provider ID: 1-101728401

CQC Location ID: 1-3578053414

Service user band: Adults aged 18 and over

### Regulated Activity

The Hospice is regulated by the Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk)) and is registered to provide the following activity:

- Personal care
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

### Registered Provider on behalf of the Board of Trustees

Tim Stokes  
Chairman of the Hospice Board of Trustees

### Nominated Individual

Tammy Lee Stracey  
Director of Clinical Services  
t.stracey@wsbh.org.uk  
01483671471

### Registered Manager

Tammy Lee Stracey  
Director of Clinical Services  
t.stracey@wsbh.org.uk  
01483671471

## Legal

Registered charities Woking Hospice [1082798] and Sam Beare Hospice [1115439] and company limited by guarantee in England and Wales No: 3955487 [Woking] and 5822985 [Sam Beare].

## Vision

To enable all those with life-limiting illnesses to live life to the full and to equip them to die with dignity.

## Mission Statement

To be a centre of excellence delivering specialist palliative care, from the heart of North West Surrey, to people with life-limiting illnesses and to support those important to them. To continually improve by gaining, sharing and applying knowledge. To raise both awareness of our activities and the funds to deliver them.

## Values

### Caring and Compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure respect and dignity

### Accountability

We will dedicate ourselves to safeguard and support our patients and their families, our volunteers and our staff by working to the highest professional and ethical standards.

### Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### Excellence

We will remain committed to continual learning and development to ensure that we deliver excellence in all that we do.

## Aims and Objectives

Woking & Sam Beare Hospice and Wellbeing Care [the Hospice] is a patient-centred charity that delivers palliative and end of life care to people with advanced life limiting illnesses and that provides support to their carers and families.

The Hospice delivers care across the boroughs of Spelthorne, Runneymede, West Elmbridge, Surrey Health, Woking and North Guildford. This care is provided to patients and their families without charge. Our holistic approach is designed to cater for patients' physical, psychological, social and spiritual needs.

The Hospice works in partnership with NHS Surrey Heartlands Integrated Care Partnership, local Hospitals and Health and Social Care Community providers in order to deliver care on behalf of, and complementary to, that provided by the NHS.

The demographics in North West Surrey are diverse and the Hospice aims to ensure that, wherever possible, its staff and the services it provides reflect this diversity and is sensitive to the cultural needs of staff, patients and their families in accordance with its Equality & Diversity Policy.

### Our Improvement Priorities are:

- To extend Access and Scope
- To introduce New Ways of Working
- To focus on Service Delivery

### These Improvement Priorities are underpinned by the following key objectives:

- To extend our services and ensure we meet the needs of the population
- To reach more people in North West Surrey
- To reach people earlier in their illness
- To work collaboratively with a range of healthcare professionals and stakeholders and explore new ways to work in partnership with external organisations
- To continually improve quality in the delivery of specialist palliative care
- To support and empower healthcare professionals through education and training
- To provide expertise, education and support to the professional health and social care community
- To influence End of Life policies to improve quality of care
- To develop, support and shape the workforce for the future
- To increase income from a balanced portfolio of events, trusts, donations, legacies, lottery income and through the sale of goods in our charity shops

Progress towards delivering the above objectives will be monitored through quantitative and qualitative data collection and through an audit processes.

## Funding

In line with the rest of adult hospices, we get approximately two thirds of our income through our fundraising activities, sale of goods in our charity shops, gifts in wills [legacies] and other investments. In the year ended 31st March 2023, NHS funding contributed approximately 36% of the cost of our clinical operations.

## Location and Facilities

The Hospice is situated in the centre of a large residential area approximately three miles from Woking town centre, the railway station and amenities. The immediate area comprises a GP Practice, St Andrews Church and a number of retail outlets.

There is ample parking on site for staff and visitors and there are well marked disabled bays. In addition, there is a large car park opposite the Hospice entrance which is free of charge for visitors and staff. Permits [for parking stays of more than 3 hours] can be issued at the Hospice's Reception.

The main entrance leads to the Hospice Café and Reception area. The Hospice Reception has an employed member of staff and/or volunteers, who are supported by a Front of House Manager, from 8am until 8pm. An onsite security service is in operation overnight and visitors can still come to the hospice when the Reception is closed.

There is CCTV on site and access to areas within the Hospice is security controlled. All visitors are required to register upon arriving and leaving the building, which is both for security but also in terms of fire safety regulations.

The Wellbeing Centre is located on the ground floor and includes a large, open planned room with bi-fold doors to a garden, a physiotherapy gym, an outpatient consultation room, two complementary therapy rooms, two counselling rooms and a large spa bathroom with specialised lifting equipment.

The In-patient Unit [IPU] accommodation is located on the first floor and is accessible by stairs and a lift. All patient rooms are single occupancy with individual bathroom facilities and access to a private balcony.

Rooms are equipped with a specialist bed and mattress, an integrated ceiling hoist, a recliner chair, nurse call system, telephone line, smart television (including Skype facilities), Wi-Fi internet access and a mini fridge. Two rooms are adapted for use by bariatric patients. There is also a large assisted bathroom with a spa bath and specialist equipment to provide a safe environment for patients.

Overnight accommodation for relatives can be arranged in the patient's room. There are also two family rooms with kitchen facilities, comfortable seating and televisions. Two quiet rooms are available for private communication with families.

The building also provides an Education and Training Centre and other support services. Office accommodation is provided in an adjacent modular building for Support Services and Fundraising.

There is a multi-faith room in the grounds of the Hospice and several garden spaces that local businesses have helped to create.

## The Multi-Disciplinary Team [MDT]

Services are delivered by a MDT comprising the following groups:

- Consultant Led Medical Team
- Registered Nurses
- Advanced Nurse Practitioners
- Clinical Nurse Specialists
- Paramedic Practitioners
- Assistant Practitioners
- Healthcare Assistants
- Physiotherapists
- Occupational Therapists
- Counsellors
- Complementary Therapists
- Volunteers

## Training and Qualifications

The specialist nature of our care requires that our staff are highly skilled and have additional training in the provision of palliative and end of life care which we provide in-house and through attendances at external courses and events.

All our staff have qualifications, professional membership and the relevant experience to carry out their professional roles. They are expected to participate in our in-house training and development programme and to attend relevant external training courses.

## Services

**In-patient Care:** The Hospice has a 20 bedded in-patient unit, specifically designed to care of patients with specialist palliative care needs in individual rooms for their own privacy and comfort. The Multi-Disciplinary Team caring for our patients consists of Palliative Care Consultants, Doctors, Registered Nurses, Therapists, Assistant Practitioners and Health Care Assistants which is supported by Counsellors, Complementary Therapists, administrative staff and other support services. The Hospice operates 24 hours a day, 365 days a year. An established on call system operates out of hours.

**Wellbeing Care:** The Wellbeing Centre operates Monday to Friday and provides a range of holistic therapies including physiotherapy, yoga, complementary therapies, peer support groups, bereavement support, out-patient clinics and bespoke packages of care.

**Community Care:** The Community Palliative Care Team consisting of Clinical Nurse Specialists, Associate Clinical Nurse Specialists, Paramedic Practitioners, Consultants and Therapists visit patients in their own homes. The Team delivers specialist care through expert assessment and maintenance of individualised treatment plans and through specialist advice to the primary care team and other services involved in patient care. The service operates 7 days a week, 365 days a year from 9am – 5pm providing home visits as well as telephone support.

**Hospice at Home:** The Hospice at Home Team provide hands on care in the patients' home following an assessment of care needs. The Registered Nurses work with the Primary Care Team and Continuing Care Services to assess the care package required to support a patient at home. The care package is delivered by our team of trained Healthcare Assistants and carers from selected and approved care agencies supported by the Registered Nurses.

**Patient and Family Support Services:** The Patient and Family Support Team provide support and care to patients, carers and families ranging from advice about benefits and welfare issues, emotional support, to the management of more complex psychological issues. The Bereavement Service is managed through the Team and supports carers and families after the death of a loved one. Our Community Support Volunteer Service provides practical support and companionship to people at home.

**24 Hour Advice and Support Line:** The Hospice Team provides a 24/7 advice and support line for health care professionals.

**External Services:** Services such as Pathology, Radiology and Microbiology are provided by a nearby NHS Hospital with whom we have a contract for these services. We also have Service Level Agreements (SLAs) for the provision of Infection Control and a contract for Specialist Pharmacy Services.

**Education and Professional Development:** The Hospice is committed to supporting the continued professional development of all staff. The Team provide an education service for both internal and external participants. They work closely with the Clinical and Human Resource Teams to ensure staff meet statutory training obligations and are supported in their career pathways.

**Human Resources (HR) and Volunteer Services:** The HR Team manages the recruitment process and supports staff and volunteers throughout their time working for us. It maintains a full suite of policies and works closely with the Clinical and Education Teams to ensure that staff are appropriately supported, trained and remunerated.

**Volunteers:** The Hospice is supported by a large and valued volunteer workforce that is engaged in a wide range of activities including Reception, Bereavement Care, Gardening and Fundraising. Many hold professional qualifications and all receive training to work for the Hospice.

**Finance:** The Finance Team maintains financial records for the Charity. The Team works with Managers to prepare and present budgets to the Management Team, prepares statutory accounts and manages the Audit process. The Team reports on financial performance to various forums to ensure that we are compliant with charitable and financial legislation and standards. They also undertake payroll processing and pension administration.



**Fundraising and Retail:** These are our two main income generation departments. As previously stated the Hospice has to self-generate approximately two-thirds of its income from these departments and some other investments and fundraising activities.

**Marketing and Communications:** Works across all departments to lead on both internal and external communications. This Team's purpose is two-fold – to generate awareness about hospice care and to signpost the Hospice's services and to support the income generation departments.

**Support Services, Estates and Facilities:** The day to day operation and maintenance of the Hospice is supported by Housekeeping, Catering, Support Services, Estates and Facilities Teams.

**Visiting Arrangements:** The Hospice operates flexible visiting hours and encourages family and friends to stay with their loved ones. Relatives can stay overnight either at the bedside or to use the family rooms. Quiet areas are also available if families require privacy.

**Children visiting the Hospice:** Children are welcome to visit the Hospice and we are committed to ensuring their safety. All staff receive mandatory training on Child and Adult Safeguarding. We ask that all children are appropriately supervised for the duration of the visit and respond to any requests/guidance relating to their safety offered by Hospice Staff. Play facilities are available but it is a requirement that they remain under supervision in these settings.

**Bereavement Support for Children:** Children must be accompanied to all appointments and collected by a responsible adult. Children will always be collected by their therapist from main reception and returned to the accompanying adult who will be required to meet them at main reception. All counsellors working in child bereavement have specialist training in working with children and their families.

## Governance

**Risk Management:** The Hospice is committed to ensuring that all risks connected with its activities for patients, staff and volunteers are identified, assessed and managed appropriately and effectively in accordance with its Risk Management Policy.

**Quality Management System:** The Hospice has a robust Quality Management System incorporating a formal audit programme agreed by the Clinical Quality Group and a programme of mandatory training in order to ensure staff are adequately skilled to provide quality services. The Hospice produces an annual Quality Account which is made available to the local Clinical Commissioning Group and provides regular updates regarding quality, safety and governance issues to the Board of Trustees.

**Financial and Resource Support:** Patients and their families can find reassurance in the fact that each team receives support through financial, environmental, and staffing resources, subject to regular reviews. Budgets are set annually, based on discussions held with the Heads of Departments and the Senior Leadership Team. The Board grants approval for budgets before implementation, ensuring alignment with strategic and upcoming business objectives.

**Cooperative Collaboration:** Our commitment involves ongoing collaboration with fellow palliative care providers, Primary Care, Community and Acute Trusts, aiming to enhance local palliative care

strategy and services in response to identified needs. The Hospice actively participates in shaping and executing End-of-Life Care initiatives at the local level, fostering close partnerships with neighbouring hospices to exchange best practices and seize collaborative opportunities. Regular engagement with national entities such as Hospice UK is a standard practice, ensuring that our services and outcomes are effectively benchmarked against others in the sector.

## **Patient and Family Feedback**

The Hospice encourages comments and feedback on the service it provides through surveys, focus group sessions and audits. This feedback is used to inform our action plans so that we can develop services that take into account the views of a range of people.

We are committed to providing the best level of care and support to our patients and their loved ones. We are, therefore, very open to receiving feedback about our services. We endeavour to do this through our patient and caregiver surveys.

## **Complaints Procedure**

Woking & Sam Beare Hospice takes all complaints very seriously and each complaint is thoroughly investigated in a timely manner. We aim to continually drive improvement and strengthen the quality of services we provide to our community by learning from the feedback we receive.

Patients, relatives or other stakeholders are encouraged to complain if they are dissatisfied about any aspect of service provision. Our Complaints Policy is readily available and describes the stages and time scales for the process. The complainant is kept informed throughout the process of any investigation. The Policy also provides details about the external agencies available to support the complainant including the Care Quality Commission.

A register of complaints is maintained. This includes information on whether or not the complaint was upheld, the results of investigation, the action taken and the resolution of complaints.

All complaints and their management are overseen by the Chief Executive Officer who personally responds to all written complaints. These will be discussed at Senior Management Team level and lessons learned shared with the relevant teams.

All complaints of a clinical nature are formally reported through to the Clinical Quality Group and Governance Committee.

## **Privacy and Dignity**

Privacy and dignity for patients are of paramount importance to us. The Hospice has single occupancy rooms and we seek to ensure that patients are only moved from one room to another when the move will assist the comfort and safety of the patient, family and visitors. Any discussions with patients about their care and treatment will be held in private and handled with the utmost

sensitivity. The patient can ask for any family member or friend to be present during any discussions with Hospice Staff.

Patients and their relatives are encouraged to be involved in the care planning process if they so wish. Care is tailored to the individual and personal choice is respected.

We acknowledge the diverse religious and cultural preferences of our patients in the provision we make for religious observances. There is a multi-faith room in the grounds the Hospice.

## Information Governance

The Hospice has policies to ensure that all staff comply with the terms of the Data Protection Act and there is a Confidentiality Agreement in place in order to protect information about patients and their families. All information is treated in a sensitive manner and held securely to ensure that confidentiality is maintained. The records will be kept for the appropriate period as laid down in the legal and national requirements and safeguarded against loss, damage or improper use.

The Hospice is committed to being transparent and open in its dealing with all data obtained from patients, relatives, carers and those people who kindly donate to the Hospice. We recognise that we are accountable and we take into consideration individuals' rights in relation to data processing. The General Data Protection Regulation (GDPR) forms part of the data protection requirements in the UK together with the new Data Protection Act 2018 (DPA 2018) and, within certain guidelines, it gives people the right to see records of information held about them.

If patients or their representatives would like to see the information we hold about them, there is a procedure in place to help with the steps to be taken. All requests for information are managed through our Data Protection Officer. This information is available in our information leaflets and on our website.

All staff undertake Information Governance training as part of the overall mandatory training programme.

## Further Information

The Hospice is keen to provide any information that will assist patients, their families, friends and carers to use its services.

### Woking & Sam Beare Hospice and Wellbeing Care

**E:** [info@wsbh.org.uk](mailto:info@wsbh.org.uk)

**T:** 01483 881750

[wsbh.org.uk](http://wsbh.org.uk)

**Woking Hospice**

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